

JOB DESCRIPTION

Role Title	Project Delivery Assistant		
Directorate	Operations		
Team	Services Delivery Team - Scotland		
Line Manager	Assistant Delivery Manager		
New/ Existing Role	New Role		
Perm/ Fixed Term	Permanent	Grade 5	
Job Purpose	To provide effective administrative support to a variety of grant & loan programmes		
Resource Management Responsibilities	Budget/ Equipment Accountabilities	People (EST) Accountability	Contractor Accountability
	Nil	Nil	Nil
Organisational Context	See organisation chart attached		
Critical Accountabilities (between 4-8)	<ul style="list-style-type: none"> • Verify the information provided in grant & loan applications and claims against set criteria, including following up on further information with applicants, installers, and other internal teams as necessary. • Focus on customer service and delivering an effective customer journey. To this end during the financial year we aim to achieve: <ul style="list-style-type: none"> • call quality with a target of achieving an average score of 95% • 95% of our customers being satisfied with our service. • Contact customers as required via e-mail/letter/telephone to resolve any issues; • Maintain good administrative systems to ensure that all filing and key documents are kept in accordance with EST's quality procedures. • Maintenance and updating of the relevant databases and spreadsheets. 		

	<ul style="list-style-type: none"> • Manage the production / distribution / handling of all relevant finance documentation (e.g., purchase orders, invoices, etc.) • Assist the wider team with ad hoc requests as required.
--	--

Competency Requirements	Level 1	Level 2	Level 3	Level 4
Communication, interpersonal and negotiation skills			•	
Financial and commercial acumen			•	
Delivering results			•	
Applying knowledge and expertise			•	
Customer Focus			•	
Change Management				•
Managing People				•
Team Working		•		
Knowledge, skills and qualifications required	<p>Must have:</p> <ul style="list-style-type: none"> • Strong administrative experience demonstrating excellent administrative and numeric skills. • Excellent organisational skills with good ability to prioritise tasks within a demanding environment. • A proven track record in delivering excellent customer service. • Experience of working as a key member of a multi-skilled team with an ability to deal effectively with people at different levels of seniority. • The ability to work under own initiative with minimal supervision. • An ability to communicate effectively by 			

	<p>telephone to a range of audiences including vulnerable applicants.</p> <ul style="list-style-type: none">• Experience in working in a quality-audited environment and complying with set organisational procedures and processes.• Excellent oral and written communication skills.• Recognition of the importance of repetitive tasks.• An enthusiastic and positive approach• A sound knowledge of MS software, particularly Word and Excel.
	<p>Desirable:</p> <ul style="list-style-type: none">• Demonstrable experience of collating and reporting statistics.• Experience of managing financial records.• A working knowledge of energy efficiency and renewable energy technologies.